



**REPUBLIC OF ALBANIA
UNIVERSITY OF TIRANA
FACULTY OF FOREIGN LANGUAGES**

**REGULATION ON THE FUNCTIONING OF INTERNAL
QUALITY ASSURANCE UNITS AT THE FACULTY OF
FOREIGN LANGUAGES**

**APPROVED BY THE DEAN'S OFFICE
DECISION NO. 25 DATED 22.04.2025
TIRANA**



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CHAPTER I

General Provisions

Article 1 Legal Basis

The Regulation of the Internal Quality Assurance Unit (hereinafter IQAU) is based on Law no. 80/2015 “On Higher Education and Scientific Research in Higher Education Institutions in the Republic of Albania”, the relevant by-laws issued for its implementation; the Quality Code of Higher Education approved by Decision of the Council of Ministers; the Statute of the University of Tirana; the Regulation “On Quality Assurance at UT”, the Quality Manual, the Package of Quality Instruments approved by the Academic Senate of the University of Tirana, and Decision no. 51, dated 23.12.2020.

Article 2 Object

1. The object of this Regulation of the IQAU at the Faculty of Foreign Languages (hereinafter FFL) is the determination of regulations, procedures and mechanisms for ensuring and guaranteeing internal quality.
2. The object of this Regulation is the definition of standard rules for the self-evaluation process at FFL for the functioning and organization of the IQAU.

Article 3 Purpose

This Regulation defines the functioning of the IQAU at the main unit and at the base unit, aiming to regulate the self-evaluation process of teaching, scientific research and every service of FFL, functioning to increase quality, strengthen the internal monitoring system, documentation, and the development of quality evaluation.

Article 4 Scope of Application

1. This Regulation covers the entire quality assurance activity related to the ongoing process of monitoring, guaranteeing and improving quality at both the main unit (FFL) and its base units at the department level.



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2. The Regulation aims to ensure the fulfillment of quality assurance standards and criteria defined by Law no. 80/2015 and the sub-legal acts of Higher Education, the Quality Code of Higher Education, and the internal UT regulations.

**CHAPTER II
Organization and Duties of the Internal Quality Assurance Units**

**Article 5
Establishment of the IQAUs**

1. For the drafting and implementation of strategies, policies, and procedures for internal quality assurance, an Internal Quality Assurance Unit (IQA Unit) is established in each main unit (FFL) and in each base unit (departments).
2. At the base units, the IQAU consists of 5 (five) members, of whom 3 (three) members are full-time academic staff of the respective unit, 1 (one) member is non-academic support staff proposed by the head of the base unit and approved by decision of the base unit, and 1 (one) student member from the respective study program, identified by the teaching secretariat of the main unit and approved by the base unit.
3. The IQAU of the Faculty of Foreign Languages is established and functions by decision of the head of the main unit¹.

The composition of the IQAU of the main unit (FFL) is determined as follows: 1 (one) representative member, elected by the full-time academic staff of the main unit, 1 (one) student member for units with fewer than 500 students (active students in the first and second cycle of studies), 2 (two) representative members for units with more than 500 students (active first and second cycle students), 1 (one) member from the academic- support staff, appointed by the Dean's

¹ See Article 23, point (c) of the Regulation on Quality Assurance at the University of Tirana



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Office, 1(one) student member elected by the Student Council of the Faculty of Foreign Languages.

The main unit appoints its Coordinator, who coordinates the activities with the Quality Assurance and Curriculum Office of FFL, the IQAUs of the base units, and the IQAU of the University of Tirana.

Article 6 Monitoring, Evaluation and Improvement Activities

1. In function of quality assurance at FFL, the following monitoring activities are carried out:
 - a) systematic monitoring of the Faculty's compliance with the legal and regulatory framework; curriculum criteria; student admission criteria; student assessment criteria; recruitment and performance criteria for academic, support, and administrative staff; institutional management criteria; and criteria for the management of material and financial resources;
 - b) systematic monitoring of the quality indicators of academic staff;
 - c) systematic monitoring of the quality indicators of students;
 - d) systematic monitoring of the quality indicators of scientific research;
 - e) systematic monitoring of the quality indicators of student services;
 - f) systematic monitoring of infrastructure indicators.
2. In function of quality assurance at FFL, the following internal evaluation activities are carried out:
 - a) internal evaluation at the faculty level and at the base unit level;
 - b) internal evaluation of study programs and teaching;
 - c) evaluation of scientific research activities;
 - d) evaluation of the performance of base unit managers, support staff, administrative staff, and academic staff;
 - e) evaluation of training needs for academic, support, and administrative staff;
 - f) evaluation of the quality of student achievements;
 - g) evaluation of student needs for academic, psycho-social, and career services;
 - h) evaluation of the labor market for the strategic development of FFL and its study programs;
 - i) financial auditing.



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3. In function of quality assurance, based on monitoring and evaluation reports, the required improvements are carried out at FFL.
4. Monitoring, evaluation, and improvement are conducted periodically and for specific cases.
Monitoring, evaluation and improvement for specific cases are carried out by decision of the FFL Dean's Office when deemed important for quality assurance.

**Article 7
Duties of the IQAU in the Main Units**

The Internal Quality Assurance Unit (IQAU) in the main units, based on Article 26 of the Regulation on Quality Assurance at UT, carries out the following duties:

1. The quality assurance unit of the main unit is a support–academic structure with an administrative character² that has operational autonomy and access to all data of the main unit. This unit operates under the authority of the head of the main unit.
2. The duties of the IQAU at the main unit are as follows:
 - a) implements the UT policy on quality assurance;
 - b) plans monitoring activities;
 - c) organizes periodic monitoring activities for the implementation of legislation, regulations, and guidelines;
 - d) plans internal evaluation within the framework of institutional evaluation and study program evaluation;
 - e) organizes periodic quality evaluation activities;
 - f) drafts the action plan for monitoring and evaluation activities for each academic year;
 - g) periodically evaluates the results of teaching, research, and service activities;
 - h) at the end of each semester or before the examination period, according to the respective calendar, organizes student evaluation of teaching quality;
 - i) prepares the annual report on quality assurance;
 - j) conducts tracer studies to assess student employability and the effectiveness of the study programs offered by the main unit;
 - k) prepares the internal evaluation package;
 - l) organizes activities for quality improvement;
 - m) organizes trainings on quality assurance with the internal evaluation team, academic staff, administrative staff, and students;
 - n) shares best practices on quality assurance with the entire community of the main unit;
 - o) assists the internal quality evaluation team of the main unit in preparing the internal evaluation

² Instruction No. 27, dated 29.12.2017, "On the Academic and Administrative Internal Structures of Public Higher Education Institutions", point 6(a).



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report;

- p) informs the community of the main unit and the public about monitoring, evaluation, and accreditation results through various communication methods;
- q) creates, enriches, and maintains the system for processing and storing monitoring and internal evaluation data.

- r) records the results of all monitoring, evaluation, and accreditation processes of the main unit and its study programs;
- s) cooperates with the UT IQAU for the internal evaluation of the main unit and for institutional and program accreditation;
- t) participates in training programs organized by the UT IQAU and ASCAL (QAAHE);
- u) cooperates with the IQAUs of other main units of UT to exchange experience.

Article 8
Duties of the IQAU Coordinator of the Main Unit

1. To implement the Regulation of the UT IQAU and the Regulation of the IQAU of the main unit.
2. To appoint a deputy from among the IQAU members in case of absence, ensuring the uninterrupted functioning of the IQAU of the main unit.
3. To coordinate between the UT IQAU, the IQAU of the main unit, and the IQAUs of the base units.
4. To draft the activity calendar of the IQAU of the main unit in cooperation with its members and the Quality Assurance and Curriculum Unit.
5. To draft the meeting schedule of the IQAU.
6. To organize and conduct the monthly meetings of the IQAU of the main unit.
7. To forward the documentation/decisions/guidelines issued by the UT IQAU.
8. To prepare the calendar of meetings with the IAG when they are functioning.
9. To determine the duties assigned to each member of the IQAU of the main unit.
10. To ensure the implementation of the UT IQAU Regulation and the Regulation of the main unit IQAU by each coordinating member.
11. To plan, organize, and conduct the necessary training of the IQAU members of the main unit for its effective functioning.
12. To coordinate and monitor every activity that must be carried out by the IQAU based on the activity calendar defined at the beginning of the academic year.
13. To monitor the progress and proper functioning of the IQAU of the main unit.
14. To establish working groups responsible for carrying out specific activities according to the activity calendar of the main unit IQAU and the base unit IQAUs to which they are assigned.



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15. To request accountability for the completion of assigned tasks; in case of non-completion, to extend the deadline, and if this remains impossible, to request the replacement of the IQAU member with another one.
16. To report to the head of the main unit on every completed activity and forward all decisions taken in the corresponding monthly meetings.
17. To consult continuously with the UT IQAU regarding any activity to be implemented in the main unit.
18. To coordinate informative, advisory, and training meetings between the UT IQAU, the IQAU of the main unit, and the IQAUs of the base units.
19. To coordinate cooperation meetings with the IQAU coordinators of other UT faculties.
20. To review the reports drafted and submit them to the head of the main unit for approval.
21. In case of non-approval, to request an extension of the deadline from the head of the main unit and instruct the IQAU members to revise the drafted reports.
22. To forward the results of questionnaires, conducted surveys, and drafted reports to the base units.
23. To verify whether the publication of these reports has been carried out on the official website of the Faculty of Foreign Languages.
24. In case of resignation from this duty, to notify in writing the head of the main unit and inform the IQAU of the main unit about this decision.
25. The new coordinator is elected by consensus among the members of the IQAU of the main unit.

**Article 9
Duties of the IQAU Member**

1. To implement the Regulation of the UT IQAU and the Regulation of the IQAU of the main unit.
2. To participate regularly in meetings, sessions and trainings organized by the IQAU of the main unit.
3. To participate regularly in meetings and sessions organized by the IQAU of the base unit.
4. To complete the tasks assigned by the IQAU of the main unit and the IQAU of the base unit.
5. To express their opinion regarding any issue discussed on the agenda in the respective meetings.
6. To report any difficulties encountered in the fulfillment of assigned duties and provide suggestions for their resolution.
7. To report to the IQAU of the main unit any activity scheduled by the IQAU of the base unit.
8. To report to the IQAU of the main unit on the progress of activities carried out by the IQAU of the base unit.



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9. To report to the IQAU of the base unit all decisions taken by the IQAU of the main unit related to the respective unit.
10. To report to the IQAU of the base unit the results obtained from the questionnaires.
11. To jointly develop, together with other members of the IQAU of the basic unit, the plan of measures to resolve the encountered issues and to forward it to the IQAU of the main unit.
12. To request, in cooperation with other members of the IQAU of the unit, the implementation of the adopted plan of measures.
13. In case of resignation, he/she shall submit a written request to the coordinator of the NJSBC of the main unit and to the head of the main unit. This request shall be subsequently discussed at the next meeting, and the proposal for a new member of the IQAU shall be considered. The proposal shall come from the basic unit.

**Article 10
Meetings of IQAU of the main**

1. Meetings of the main IQAU are held at least once a month.
2. The date and time of the meeting must be announced at least four (4) days in advance by the coordinator of the main unit's IQAU.
3. Notification for the next meeting is sent officially via email.
4. All members of the IQAU must be present at the meeting.
5. If a member of the IQAU is absent more than four consecutive times without justification, they are replaced by another member.
6. During meetings, the relevant minutes are kept, which are later drafted and sent via email to the members of the main unit's IQAU.

**Article 11
Minutes of IQAU of the main unit**

1. The minutes of the IQAU are kept by the person responsible for Quality and Curricula at the main unit.

➤ *Content of the minutes:*

- a) The minutes must include the exact date, month, and year of the respective meeting.



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- b) The minutes must summarize the opinions and discussions regarding the agenda items and other agreed matters during the meeting, specifying the names of the members. It must also accurately and clearly record the decisions taken during the meeting, separate from the discussions.
- In case of discrepancies between the circulated minutes and what was actually discussed in the meeting, any IQAU member has the right to request its correction and proper drafting.

2. The minutes, in hard copy, are deposited in the archive of the Quality and Curricula Unit.

3. The minutes are transcribed and also recorded in the electronic archive of the Quality and Curricula Unit.

**Article 12
Duties of the IQAU at Base Units**

The Internal Quality Assurance Unit at base units performs the following duties:

- a. Cooperates with the main IQAU for the internal evaluation of the central unit and for institutional and program accreditation.
- b. In collaboration with the main IQAU and the Quality and Curricula Office, organizes student evaluations regarding teaching quality in the base unit, at the end of each semester or before the exam period, according to the relevant calendar.
- c. Prepares the annual report on quality assurance at the level of the base unit.
- d. Organizes periodic activities for quality assessment.
- e. Organizes activities for quality improvement.
- f. Informs the central unit community and the public about monitoring, evaluation, and accreditation results through various communication channels.
- g. Supports and provides expertise in the development of relevant quality assurance processes. In particular, this expertise focuses on implementing quality assurance mechanisms in teaching, evaluation, and student involvement in the learning process.
- h. Monitors and provides guidance by collecting information and identifying problems, which are then communicated to the main IQAU.

**Article 13
IQAU meetings at the base unit**



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1. Meetings of the IQAU base unit are held at least once every two months or as needed.
2. The date and time of the meeting must be announced at least four (4) days in advance by the head of the base unit.
3. Notification for the next meeting is sent officially via email.
4. All members must be present at the meeting.
5. If a member of the IQAU is absent more than four (4) consecutive times without justification, they are replaced by another member.
6. During meetings, the relevant minutes are kept, which are later drafted and sent via email to the members of the IQAU at base unit.
7. The minutes are prepared by the laboratory assistant of the base unit.
8. The person in charge at the main unit conveys the decisions made to the base unit

**Article 14
Working Methodology of the IQAU**

1. The working methodology of the IQAU is based on the University of Tirana Quality Manual, the University of Tirana Quality Assurance Regulation, the Faculty of Foreign Languages Quality Assurance Policy, the Faculty of Foreign Languages Quality Assurance Regulation, as well as the relevant ASCAL guidelines.
2. At the beginning of each academic year, the IQAU prepares a monitoring and evaluation activity plan and submits it to the Dean of the Faculty of Foreign Languages for approval.
3. For each monitoring and evaluation activity, it prepares a package with the instruments and methodology for processing data and information.
4. For each planned activity, the IQAU informs in advance the executive authorities, bodies, structures, and persons involved, and presents the action plan.
5. Minutes are kept for all meetings with the Internal Program Evaluation Groups (GVBs).
6. Every training session is documented.
7. After each action plan process, the IQAU submits the monitoring and evaluation report to the Dean's Office of the Faculty of Foreign Languages.
8. At the end of each academic year, it prepares the annual activity report of the NJSBC on quality assurance and submits it to the Dean's Office of the Faculty of Foreign Languages.
9. The communication of monitoring and evaluation results and the use of monitoring and evaluation data are carried out in accordance with the University of Tirana and Faculty of Foreign Languages Quality Assurance Policies.
10. All monitoring, evaluation, and IQAU activities at the Faculty of Foreign Languages are administered and kept in separate files and in electronic form.

**Article 15
Internal Study Program Evaluation Group**



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1. Within the framework of internal assessment, base units establish and operate the Internal Assessment Group (GVB) for study programs, which operates only during the internal assessment period. When a study program is conducted across two or more departments, each department must have at least one (1) member in the IAG.
2. The Internal Assessment Group for study programs has the duty to carry out internal assessments and to prepare the internal assessment report for each study program. The IAG has operational autonomy and must be granted access to all unit data.
3. The IAG conducts the internal assessment according to the procedures set out in the University of Tirana Quality Manual and communicates the evaluation results to the Dean's Office/Directorate, the head of the main unit and the base unit, as well as to the academic staff of the base unit(s) covering the study program, the administrative support staff, and the student representatives.
4. Within the framework of processing assessment reports, the head of the main unit has the right to establish ad-hoc working groups for the statistical processing of data.

**Article 16
Duties of the IAG Chairperson**

1. Regularly participates in meetings and trainings organized at the IAG base unit level and the main unit IQAU regarding issues related to the preparation of the IAG report.
2. Prepares the operational plan for IAG members and communicates it to them.
3. Prepares the schedule of IAG meetings and communicates it to the members.
4. Organizes and monitors IAG meetings.
5. Assigns tasks to IAG members.
6. Monitors the progress of the IAG.
7. Takes appropriate measures to ensure that the duties of each member are fulfilled.
8. Maintains continuous contact with IAG members, the head of the base unit, the base unit representative in the IQAU at the main unit, the coordinator of the IQAU of the main unit, the Quality and Curricula Unit chair, and the head of the main unit.
9. Periodically reports the work performed to the head of the main unit and the IQAU coordinator according to the established schedule.
10. Has the right to request any necessary information for the preparation of the relevant reports; if not provided, must report the lack of information to the head of the main unit, the base unit representative in the main unit, and the main unit IQAU coordinator.
11. Supervises and monitors the preparation of the IAG report and, in case of problems, convenes an IAG meeting which he/she chairs and discusses the issues with the other members.
12. In case a member fails to fulfill assigned tasks, asks the member to meet the deadlines; if the issue persists, convenes a IAG meeting to request the dismissal of that member and the



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selection of a new member by consensus with the other members and with the approval of the head of the base unit.

13. In case of his/her absence, designates one of the members to monitor the next meeting.
14. In case of resignation, he/she communicates this in writing to the head of the base unit, the coordinator of the main unit of IQAU, and the head of the main unit. After the resignation, the base unit convenes to appoint a new IAG member, and subsequently the IAG members decide by consensus on the election of a new chairperson.

**Article 17
Duties of a IAG Member**

1. Regularly participates in meetings and trainings organized at the IAG base unit level and the main unit IQAU regarding issues related to the preparation of the IAG report.
2. Responsibly carries out the tasks assigned by the IAG Chairperson.
3. Periodically reports the progress of his/her work to the IAG Chairperson.
4. Reports encountered problems to the IAG Chairperson, and if no solution is found, reports them to the head of the main unit, the base unit representative in the IQAU of the main unit, and the coordinator of the IQAU of the main unit.
5. Has the right to access information from any structure of the main unit for the purpose of preparing the IAG report.
6. In case of disagreements or encountered problems, has the right to request an extraordinary IAG meeting.
7. If problems remain unresolved within the IAG, presents them in writing to the head of the central unit, the base unit representative in the IQAU of the main unit, and the coordinator of the IQAU of the main unit.
8. Has the right to express his/her opinion for or against the agenda items of the next meeting.
9. If absent without justification from more than three (3) meetings and fails to carry out assigned tasks, the IAG Chairperson has the right to dismiss him/her and, by consensus with the other members and with the approval of the head of the base unit, elect another member from the academic staff of the base unit.

**CHAPTER III
Activities of the Internal Quality Assurance Units**

**Article 18
Internal Assessment System**

1. Standards are established in accordance with the international standards of the European Union, and their implementation is reflected in accordance with the Instrument Package, the Quality Assurance Manual, and the University of Tirana Internal Quality Assurance Regulation.



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2. The activities will be implemented within the framework of applying internal assessment standards, will be prepared periodically, and will be included in the internal control action plan.
3. The action plans for the following year are prepared in the last quarter of the preceding academic year. The implementation of the internal control system, as well as monitoring and assessment, is reflected in the internal assessment reports.

**Article 19
Period and Calendar of IQAU Activities and Action Plans**

1. The period for drafting the activity calendar must cover the relevant academic year.
2. The activity calendar of the IQAU of the main unit and the IQAU of base unit is prepared and approved during the first and second meetings of the relevant academic year and is communicated to all respective IQAU members.
3. To improve the issues identified during internal and external evaluations, the base units prepare action plans. These action plans specify the tasks to be accomplished, the responsibilities for their implementation, as well as the deadlines and resources required.
4. Action plans are proposed by the base unit and approved by the head of the central unit. Action plans are drafted after considering the recommendations included in the periodic evaluation reports prepared by the IQAU.

**Article 20
Organization of the Student Survey**

1. Before the end of the semester or prior to the exam period, the IQAU of the main unit prepares the process for conducting the standard student survey, developed by the Permanent Commission for Quality Standards Assurance of the University of Tirana, regarding the quality of teaching for the courses of each study program.
2. The survey, taken from the University of Tirana quality instruments package, is distributed to students at the end of each semester or before the exam period.
3. When deemed necessary, the student survey can also be prepared for specific topics.
4. The findings of the student survey are processed and analyzed by the IQAU of the main unit. Each IQAU member processes the survey data for their respective department. The results obtained from the student survey are submitted to the Dean's Office of the Faculty of Foreign Languages and to the IQAU of the base units by the IQAU of the main unit.

**Article 21
Internal Quality Assurance Reports**



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1. The IQAU prepares periodic reports based on the survey approved in the Instruments Package.
2. The reports must include not only descriptions but also recommendations for quality improvement, as specified in the guidelines on evaluation and quality development issued by the relevant state authority.
3. The reports from the IQAU are submitted to the Dean's Office, which, after analysis, forwards them to the base units for information and requests a more detailed analysis as well as an action plan.

**Article 22
Publication of Assessment Results**

1. The publication of assessment report results is mandatory.
2. The Annual Quality Assessment Report, after approval by the Dean's Office, is published on the official website of the Faculty of Foreign Languages.

**CHAPTER V
Final Provisions**

Article 23

1. This Regulation is periodically reviewed by the IQAU of the Faculty of Foreign Languages, which proposes to the Dean any necessary updates and/or amendments.
2. This regulation enters into force on the day of its approval by the Dean of the Faculty of Foreign Languages.

**Dean
Prof. Dr. Esmeralda KROMIDHA**